

Service to Clients - Complaints Handling Procedure

We are confident of providing a high quality service in all respects. If, however, you have any problems with the service we have provided for you, including any issues relating to our bills, then please let us know. In the first instance please contact the solicitor or fee earner dealing with your matter. If that does not resolve the problem to your satisfaction or you would prefer not to speak to the solicitor or fee earner, then please contact the person named as your next point of contact in the client care letter sent to you at the outset of the matter.

We will try and resolve any problem quickly and operate an internal complaints handling system to help us resolve the problem between ourselves. We value you and would not wish to think you have any reason to be unhappy with us. Therefore it is important that you immediately raise any concerns you may have with us.

If for any reason after concluding our complaints process we are unable to resolve the problem between us, then you may have the right to refer the matter to the Legal Ombudsman. This service is available to members of the public, very small businesses, charities, clubs and trusts.

There are time limits which apply to any complaint which you may wish to refer to the Legal Ombudsman. If you have used our internal complaints handling procedure and the matter has not been resolved to your satisfaction within 8 weeks of the complaint being made, you may straight away refer the complaint to the Legal Ombudsman. If you wish to use the Legal Ombudsman you must in any event refer the matter to them within six months of the date of any final written response by this firm.

Ordinarily you can ask the Legal Ombudsman to look at your complaint if:

- a) You are referring your complaint to the Legal Ombudsman within
 - One year of the problem happening, or
 - One year from when you found out about it; and
- b) you are referring your complaint to the Legal Ombudsman within six months of our final response.

The contact details for the Legal Ombudsman are:

Legal Ombudsman	Tel.	0300 555 0333
PO Box 6806	e.	enquiries@legalombudsman.org.uk
WOLVERHAMPTON	w.	www.legalombudsman.org.uk
WV1 9WJ		

If you are unhappy with our behaviour, you can refer your matter to the Solicitors Regulation Authority (SRA). The SRA can help you, or take action, when solicitors lie, steal, or break SRA rules.

The contact details for the SRA are:

Solicitors Regulation Authority	Tel.	0370 606 2555
The Cube, 199 Wharfside Street	e.	contactcentre@sra.org.uk
BIRMINGHAM	w.	www.sra.org.uk
B1 1RN		